

GCC Project Delivery Process

GCC deliver all of its customer's projects via a structured process known as the **GCC project delivery process**. Based upon **7 phases** that every project will pass through, it helps all participants involved in the project, both the **customer** and the **GCC project team** know what is being **delivered**, the timescales and costs **involved** and what challenges may be faced. It provides full **transparency**, the highest level of **quality** and ensures the customer is always in **control**. The phases within the GCC project delivery process are listed below along with an explanation of what you as a GCC customer can expect.



This is where your GCC account manager or other GCC representative will discuss your needs and will **explore** what solution is right for you. They will set out costs within a **quote** and where appropriate produce a detailed **business case** to help you with things like, return on investment (ROI) or cost analysis. You will then be given an **expected delivery date**. The work will be scheduled once you place an **order**.



Once you have placed an order, all the information gathered will be passed to the project delivery team. The **project manager** will contact you to discuss your order following which an **order confirmation** will be sent to you to review, sign and return to the project manager. When appropriate you will be contacted by the **technical resource** to ask clarification questions. This will allow them to define your solution further to ensure it meets your **requirements**.



Once both you and your project manager have agreed on how your solution will be delivered, the project delivery team will **plan** out on which dates the work will be done. You will then be sent a **project specification document** (Spec) containing detailed deliverables, the key dates that you need to be aware of and what your **agreed delivery date** will be. You will then need to **sign** this document to **secure** your delivery date as any delay in signing may cause the delivery date to change. You can of course discuss and agree an alternative date with your **project manager** if the proposed date is unsuitable. The Spec will be sent via an **electronic signing service** that is fast, secure and reliable. Your project manager will provide instructions.





Once the Spec is signed and returned to GCC the **project delivery team** will start to deliver your project. Depending on the project type this could include the **procurement** of hardware or software, the **build** of your solution either on site or off site and the **configuration** of your solution to match your business needs. Whatever is being delivered can always be checked in your Spec and your **project manager** will regularly update you on the **progress** of your project. You can at any point add something to your project. Your project manager will manage these requests and will raise a **change request document** to detail the work required, cost implications and any impact to your agreed delivery date. All changes will only be added to the project once they have been **approved** by you.



Once the **project delivery team** have completed building your solution, they will **test** various elements of the solution to **ensure everything works** and that you are happy. While these tests vary depending on the type of the project, testing is typically divided between **system tests** which are performed by the GCC delivery team and **user acceptance tests** which are performed by the **customer**. These tests are vital to the successful delivery of your project, as they ensure that what has been delivered meets **your quality** standards and **works** the way you want it. Your project manager will discuss **your testing responsibilities** with you. Delivery will not take place until the tests are successfully completed and **signed off**.



Once your solution has been successfully built and tested, the **project delivery team** will focus on completing the **complementary** work that is deemed as required to **deliver** your project. These activities will have been planned and can include **training** for users, documentation **guides** or video **tutorials**. Once everything detailed within the Spec has been delivered, your **project manager** will issue you with a document called the **project completion document**. This provides you with the ability to record and highlight over a **seven day period** any issues you may have with your solution. It also allows you to **sign off** the project if you are **completely happy**.



To ensure that **every GCC customer** receives the highest standard of **service**, all projects delivered have some form of **review**. This will vary depending on the size and type of project but, will typically **include**: a quality check to make sure everything is **working** and **delivered**, documentation of what **lessons** can be **learned** and the gathering and documenting of **feedback** from the **customer**.